



U.S. Department  
of Veterans Affairs

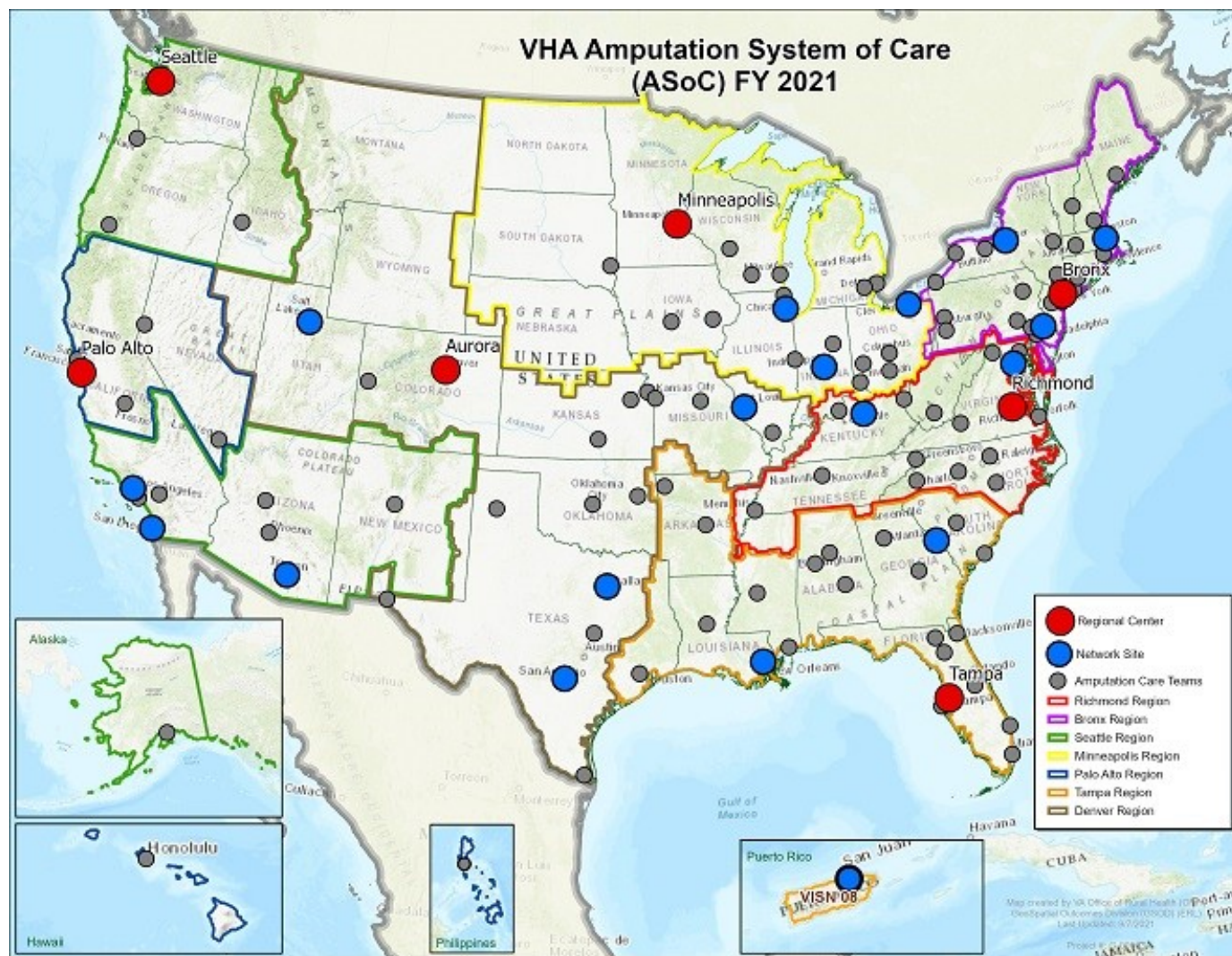
# Asynchronous Telehealth Initiatives for Limb Loss Care

Noel So, MD & Lea Lew, CPO  
VA Regional Amputation Center  
Aurora, CO

Connected Care Discussion Series: Asynchronous Telehealth Initiatives for Limb Loss Care  
April 28, 2022



# Amputation System of Care at the VA



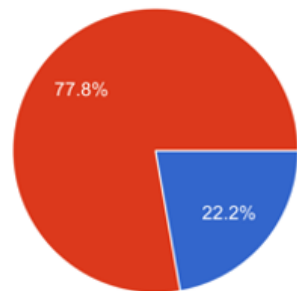


# Virtual Care in Denver

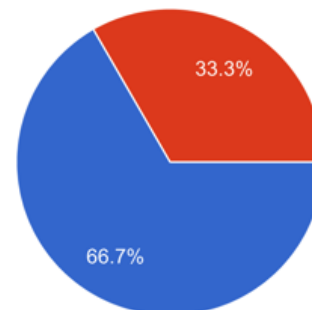
- Access to care → telehealth clinics to remote sites
  - Established clinics in Colorado, Wyoming, Montana VA sites
- Timely Access to care → VVC to home (2018)
  - Montana amputation clinic appointment wait time decreased from 3 months to 2 weeks.
- Timely Access to care with collaboration with local non-VA Care team → VVC to vendor office (2019)

Treating Prosthetist's Participation During VA Amputation Clinic Evaluation (2019)

In person



Virtual Clinic



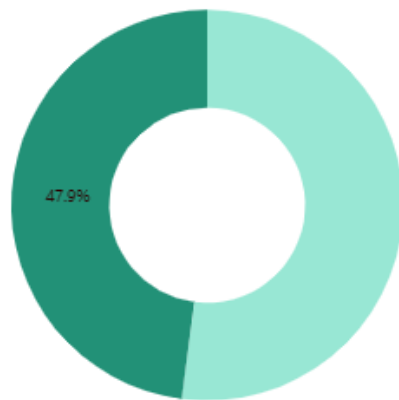
● Yes  
● No



# Where are we today with Virtual Care?

- 211/692 (CVT to local VA site)
- 211/693 (CVT to remote/IFC VA site)
- 211/179 (VVC to patient's home)
- 211/648 (VVC to non-VA site)
- 250/179 (Group amputation rehabilitation through VVC)
- 418/693 (prosthetist only assistance to IFC VA site) – Not included in graph below

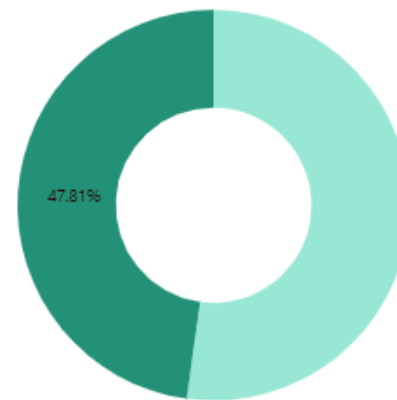
Unique Patients by Is Telehealth ((211) PM&RS AMPUTAT...



211 Telehealth Encounter %

No  
Yes

Encounters by Is Telehealth ((211) PM&RS AMPUTATION ...



211 Telehealth Encounter %

No  
Yes





# Next Steps

## Welcome to My VA Images

Start using the application by selecting/tapping one of the options below to take Hi-Res images/pictures or videos of the area(s) of interest



### My Telederm

3 items requiring action



### My Video

3 items requiring action



### My Photos

3 items requiring action





# My VA Images

- In transition with Virtual Care manger, testing in progress for national release soon
- Better image quality than MHV, less bandwidth required
- Vista integration with CPRS note writer, encounter completion, image saved into the record
  - Ability to reply through app with saving to record



# My VA Images

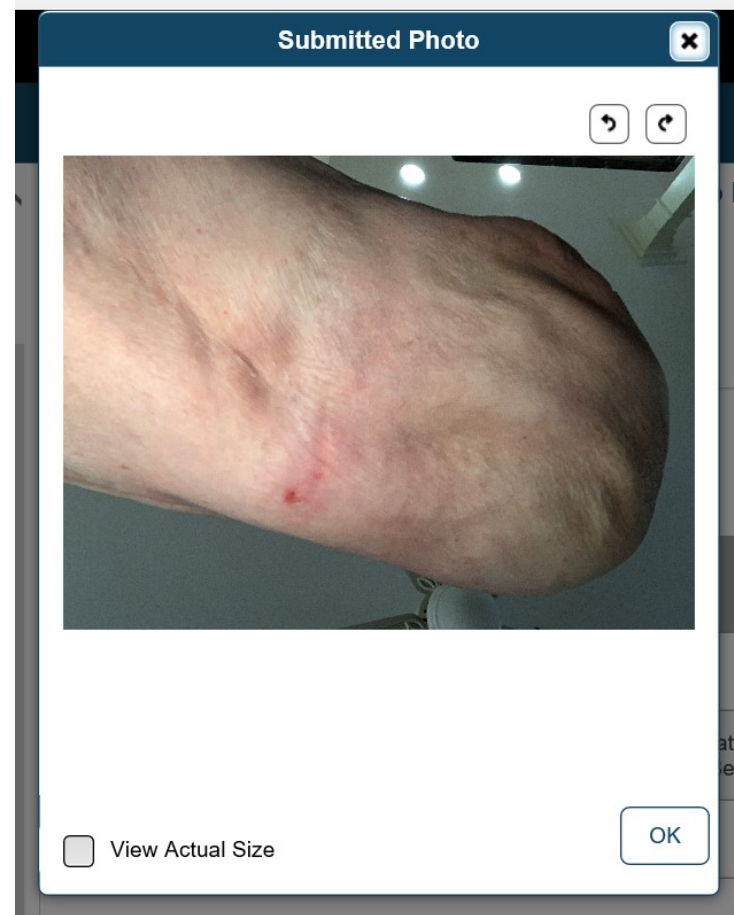
- VA Amputation Clinic “check out” appointments
  - Clinical Improvements
  - Alignment
  - Cost





# My VA Images

- VA Amputation Clinic “check out” appointments
  - Clinical Improvements
  - Alignment
  - Cost
- Skin/Soft Tissue Assessment







# My VA Images

- VA Amputation Clinic “check out” appointments
  - Clinical Improvements
  - Alignment
  - Cost
- Skin/Soft Tissue Assessment
- Pain Assessment

☰

Photo/Video Requests

📄 Orders

📝 Note

Start New Request

Prior Requests

⌕ Filters

Results:

1 Items10/20/2021 - 10/20/2022

Video, Other

Provider: So, Noel

Completed

Created: 03/08/2022

Start Date: 03/08/2022

End Date: 03/15/2022

Full Screen

Video Request Details

Provider(s) Contact Information: So, Noel; Noel.So@va.gov

Alternate Responsible Party Contact Information: lea.lew@va.gov

Purpose of Video: Other

Take a Video Of: your left residual limb

Detailed Instructions: where you are having the pain while in the socket

Submitted Date: 03/16/2022

Completed Date: 03/16/2022

Date Patient Submitted Video: 03/16/2022 @ 8:59 AM

Export to Notewriter

Cancel



# My VA Images

- VA Amputation
  - Clinical Imp
  - Alignment
  - Cost
- Skin/Soft Tissue
- Pain Assessment

**Photo/Video Requests**

Start New Request

Prior Requests

Filters

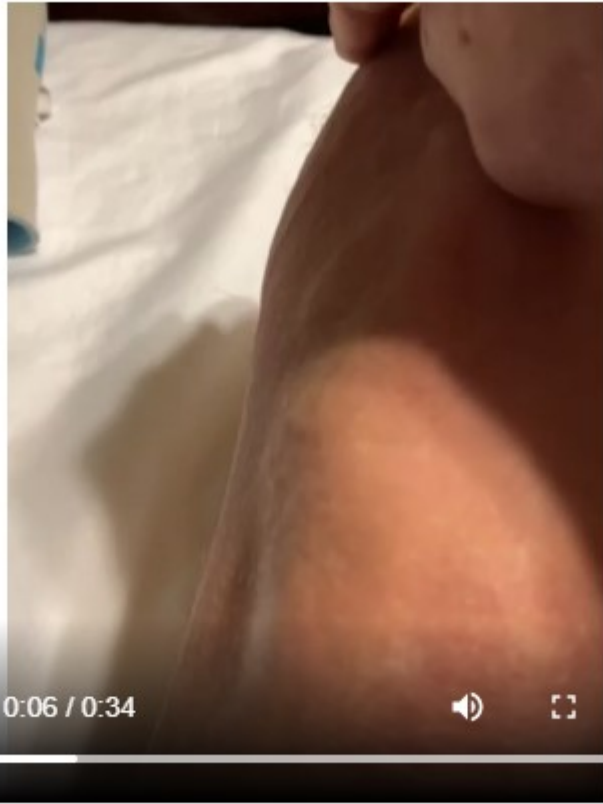
Results:

1 Items

Video, Other  
Provider: So, Noel  
Completed

Ulcer cube VA TMS 2.0 ASoC share point Health Administrati... VOD

**Submitted Video**



0:06 / 0:34

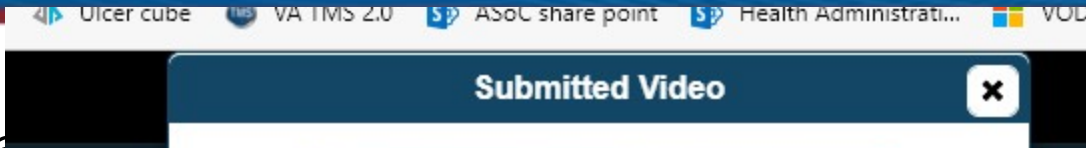
☐ View Actual Size

OK

Export to Notewriter Cancel



# My VA Images



## Photo/Video Requests

Orders Note

Start New Request

### Prior Requests

Filters

Results:

1 Items 10/20/2021 - 10/20/2022

Video, Other  
Provider: So, Noel  
Completed

Created: 03/08/2022  
Start Date: 03/08/2022  
End Date: 03/15/2022

Full Screen

### Video Request Details

Click the video icon to view the submitted video:

NOTE: Video can only be viewed for two (2) years from submission date.

#### \*Comment back to patient:

Thank you for submitting the video and your efforts to do so. It looks like the area is along the peroneal nerve region. I know the socket fits solid/good, but I wonder if there is just too much pressure (not to cause skin damage, but to just irritated the nerve). I see you and Phil have an appt 3/24 at RMR. I can pop in then during that appt.

Comment made by So, Noel on 03/16/2022

+ Add another comment

Export to Notewriter

Cancel

Patient Viewer - v5.0.29

Logged in as: So, Noel - Rocky Mountain Regional VA Medical Center

☐ View Actual Size

OK

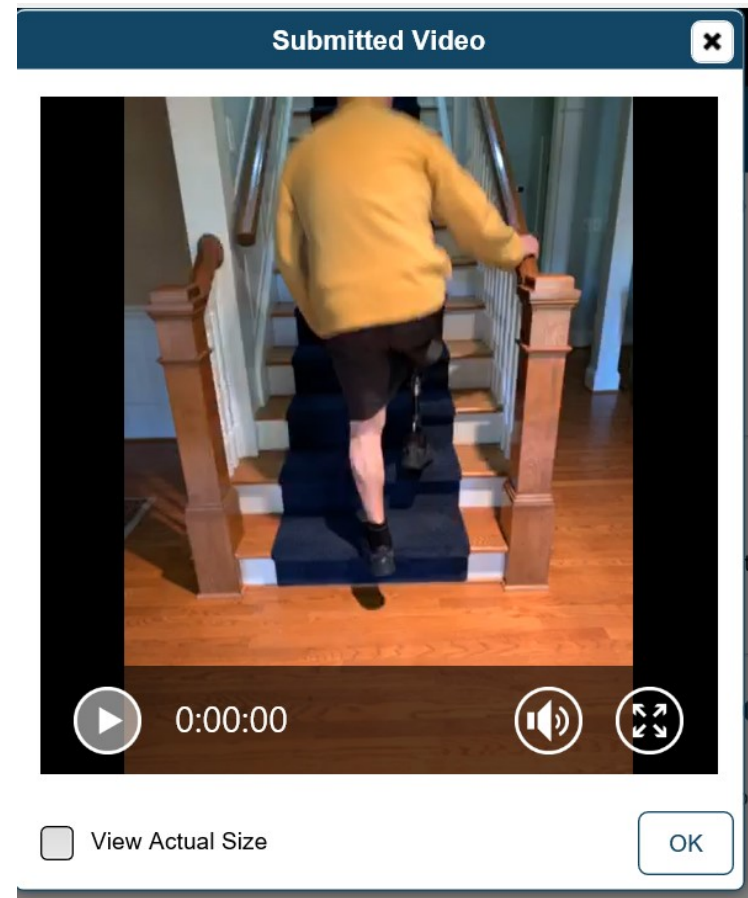
Export to Notewriter

Cancel



# My VA Images

- VA Amputation Clinic “check out” appointments
  - Clinical Improvements
  - Alignment
  - Cost
- Skin/Soft Tissue Assessment
- Pain Assessment
- Gait Assessment





# My VA Images

- Our goal is to make this the standard for “check out” appointments for our clinic, if the veteran is doing well after prosthesis delivery
- Our next goal is to roll this out across ASoC as a standardized practice
- Special THANKS to Dr. Helen Hoenig, Sara Derycke, and the Asynchronous Telehealth My VA Images/VCM team





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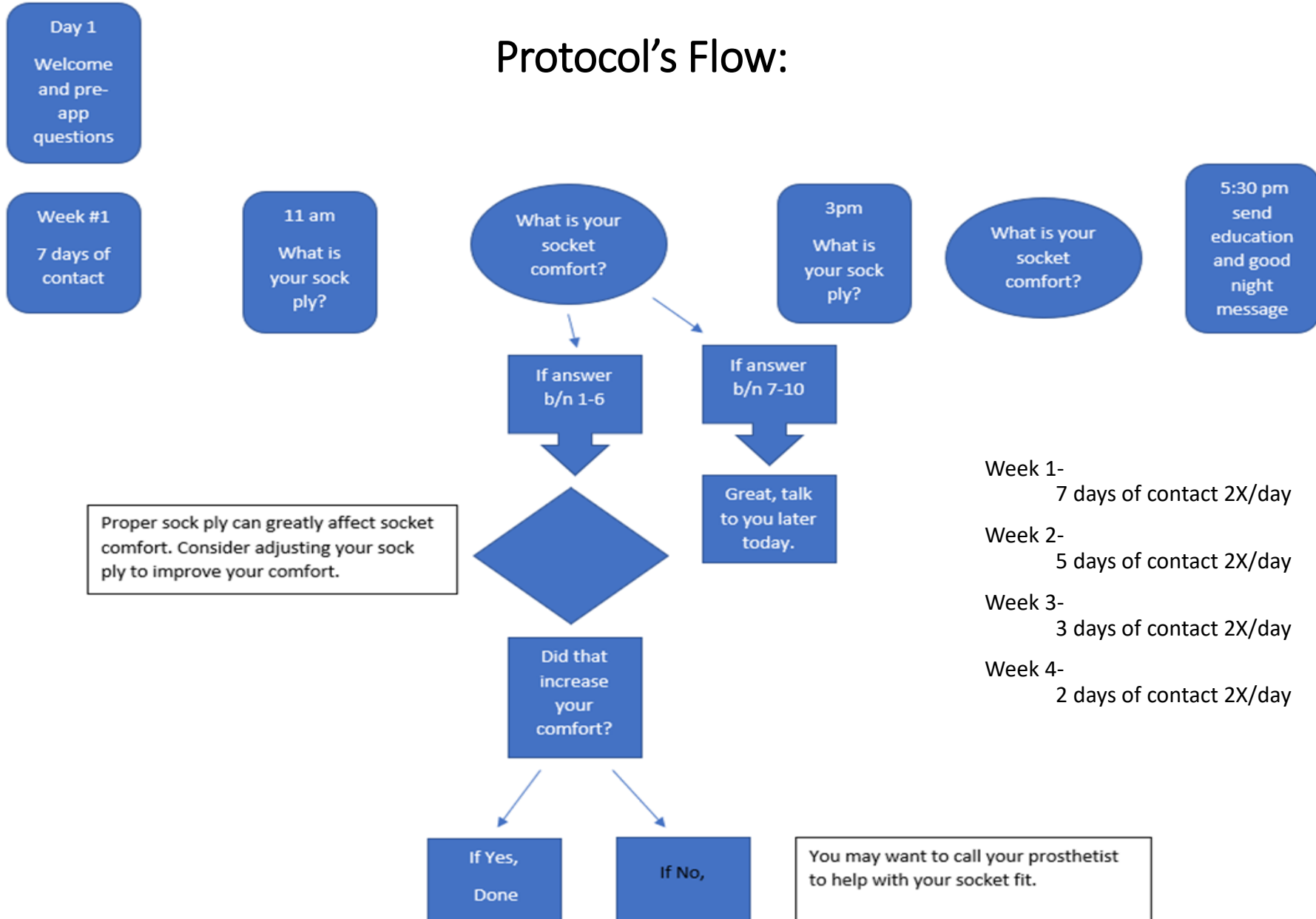
The Sock Ply Management Protocol  
Presented by the HealthCare Access Committee  
for the ASoC



- Improve sock ply management skills
- Reinforce training already provided
- Provide education and encouragement
- Interactive text messages
- Annie replies with guidance based on answers provided
- Tapering of message frequency
- Uses- post initial rehab, post boot camp, ANYTIME!



## Protocol's Flow:





# Clinician Education for Registration and Informed Consent

## **Clinician Education Flyer for Annie- ASoC Sock Ply Management**

This 28 day protocol assists Veterans in learning to manage the fit of their prosthesis through education and encouragement to reinforce training already provided by the Amputation Team. Initially, messages will be daily and slowly taper to promote self-management.

Annie works through interactive text messages requesting updates on socket fit and comfort. Annie replies with guidance based on answers provided.

For use with any Veteran nearing the end of initial rehab, getting used to a new socket, or needing extra support to manage socket fit.

**Follow the steps below to get your Veteran started:**

**1. [How to Register A Veteran](#) (SharePoint Link)**

[Annie Registration Clinician Check List 20Feb2019.pdf](#)

**1. [Protocol Assignment](#) (SharePoint Link)**

[Annie Protocol Assignment Clinician Check List 20Feb2019.pdf](#)

**1. [Veteran Consent to Annie](#) (SharePoint Link)**

[Consent to Participate in Annie CPRS Template.docx](#)

**General Annie Resources,  
Trainings, and FAQ's:**

[Annie for Clinicians](#)

[Annie for Veterans](#)



annie

# What a Veteran will see:

Welcome to to the Annie protocol! I'll be checking in daily with questions about your sock ply and socket comfort over the next 4 weeks!

10:30 AM

Hi this is Annie, How many plys of sock are you wearing right now? (2) 3ply socks would equal 6 plys). Respond like this: Ply 6

11:00 AM

Ply 8

11:23

What is your socket comfort this morning on a scale of 1-10 with 10 being most comfortable? Respond like this, Comfort 7

4:46 PM

Comfort 6

4:47 PM

It sounds like you aren't feeling comfortable, try adding or removing one sock.

Did that improve your comfort? Please respond with either Improve YES or

It sounds like you aren't feeling comfortable, try adding or removing one sock.

Did that improve your comfort? Please respond with either Improve YES or Improve NO.

4:47 PM

Improve no

4:47 PM

Please call your prosthetist, I will message you to check in again later.

4:47 PM







## Education and Encouraging Messages:

< 75338 ✓

a great day until I  
check in next time!

5:08 PM

If you wear a liner with  
a pin, be sure the sock  
material is clear of the  
pin to avoid getting it  
stuck in the lock

5:30 PM

Good evening, this  
is Annie. The key to  
success is to focus on  
your goals, not your  
obstacles Talk to you  
next time

5:31 PM





How often should you wash your socks?

- A. Monthly B. Daily C. Weekly D. When dirty

When should you wear your shrinker?

- A. When prosthesis is off B. When sleeping C. Never  
D. Once a week

Should you carry extra socks with you?

- A. Yes B. No

What concern would cause you to call your prosthetist?

- A. Red spot that won't go away B. Wearing 15 ply  
C. Hearing a clicking noise D. All of the above

When should you sit for long periods with your legs hanging down and unsupported?

- A. When watching tv B. When eating dinner C. Never  
D. When in a plane, train, or automobile

Is it ok for your socks to be wrinkled in your prosthesis?

- A. Yes B. No

How often should you check your skin?

- A. Once per week B. Daily C. Twice per day D. Monthly

When is it appropriate to modify your socks?

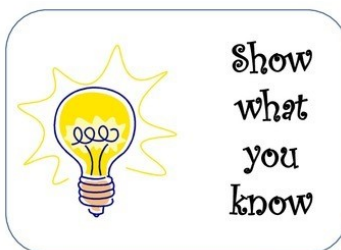
- A. When my socket is painful B. When my leg is sore  
C. When my socks are dirty D. Never

Do you know how to contact your team?

- A. Yes B. No

What is the first thing you should do if your socket feels loose?

- A. Tighten fit with whatever material you can find  
B. Call your prosthetist C. Add socks 1 ply at a time  
D. Both A and B



© iStockphoto 2013



annie

- The Sock Ply Management Protocol is ready for use!
- Text ANNIE to 1-844-480-0303 to experience
- Questions? Ideas for another protocol?

Email the HealthCare Access Committee:

[vhaasochcacommittee@VA.gov](mailto:vhaasochcacommittee@VA.gov)





# Thank You

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